

Registrar of Contractors

Director: Jeff Fleetham

A.R.S. § 32-1103

Vision: To be the premier contractor licensing agency, wisely managing our resources and effectively navigating external relationships to further our mission. ~ *Esse Quam Videri*

FY 2019 Strategic Plan

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Mission

Protect the health, safety and welfare of the public through a regulatory system designed to promote quality construction by Arizona contractors.

Agency Description

The Arizona Legislature established the Registrar of Contractors in 1931.

A.R.S. § 32-1104 enumerates the powers and duties of the Registrar to issue and maintain contractor licenses, investigate and cite violators, adopt construction standards, educate the public and contractors regarding such standard and rules/policies, and assist in dispute-resolution.

Executive Summary

- Consumers are not aware hiring unlicensed entities to do construction comes with significant risk. *Increase awareness of Agency activities.*
- The expectations of the citizens we serve have fundamentally changed to wanting digital access to services anytime and anywhere. *Modernize technology/expand self-service options.*
- “Decades of overreach by government and special interest groups have left burdensome regulations scattered throughout our economy,” Governor Ducey. *Continue to reduce “red tape.”*
- The shortage of properly trained Construction Science Professional employees continues to be a factor in the industry’s recovery. Stakeholder collaboration has increased industry awareness, training and apprenticeship efforts. *Continue collaboration.*

All dollars in thousands		General Fund	Other Appropriated	Non-appropriated	Total
FY 2019 Enacted		0	12,300.10	4,666.80	16,966.90
Goal 2	Recovery Fund transfer	0	0	2,700.00	2,700.00
Goal 2	Enterprise Comp Strategy	0	0	0	0
					0
FY 2020 Request		\$0	\$12,300.10	\$7,366.80	\$19,666.90
\$ Change		\$0	\$0	\$2,700	\$2,700
% Change		0%	0%	57.86%	

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Goals	Goal Performance Indicator(s)	Objectives FY 2019
1. Increase awareness and improve access to and use of Agency services.	# of community/ association/ public events attended by Agency Leadership	a.) Continue to partner with and develop relationships with other agencies, community groups, industry associations and the public. 5 events/month; JK owner
	% increased usage of targeted Agency services	b.) Increase public information and education through earned media, newsletters, advertisement placements, website content and search optimization, licensed contractor forums, and social media platforms. 15% increase (Baseline 35K); JK owner
	# of people reached	c.) Increase outreach to licensees, applicants, building officials, and procurement authorities. Address lack of public understanding of restricted licenses and permitted scopes. Territory Management contacts ≥ 15/mn/investigator; JW owner
2. Modernize Agency technology solutions to meet customer needs in a growing economy.	% Services online	a.) Implement solution to align with State's pursuit of public-facing business portal. Yes/No; BK owner
		b.) Implement eLicensing, cloud-based storage and other customer optimizing technology solutions. Yes/No; BK owner
		c.) Implement improved Contractor Search web tool to better communicate public information about contracting businesses. Yes/No; JK owner
3. Reduce regulatory burden and scope confusion for improved government outcomes.	# of Statutes improved or repealed, tracked separately	a.) Agency is working to revise current statutes to remove unnecessary regulation and otherwise improve current language. Goal 3; JK owner
		b.) Agency is engaged in continuous review of rules to improve clarity and consistency of language and reduce regulatory burdens and barriers to entry and does so on an as needed basis. Goal 10; JK owner
4. Collaborate with stakeholders to influence industry awareness, training and apprenticeship efforts.	# of Agency collaborations	a.) Continue collaboration with Arizona Department of Education Career and Technical Education-Construction Career Pathways, Arizona Department of Real Estate, Arizona Department of Veterans' Services, Arizona Motor Vehicle Department, Arizona Department of Economic Security AZ@Work and Apprenticeship Office, Governor's Office of Economic Opportunity, numerous trade associations, and industry champions. 2 collaborations /mn; JF owner
	% New applications administratively deficient	b.) Increase the success of qualified applicants in applying for a contractors license by decreasing submission of incomplete applications. From 65 % to 40%; BK owner